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Appendix B – Statement of Requirements
Statutory Debt Repayment Plan (SDRP) Resources
TIS0559

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1. PURPOSE

- 1.1 The Insolvency Service is currently delivering its five-year strategy which aims to ensure that we have an agency fit for the future; one which will support businesses and citizens as the country emerges from the COVID-19 pandemic and helps the UK economy to thrive. We will also continue to ensure that we deliver excellent standards of public services, putting our customers and stakeholders at the heart of everything we do.
- 1.2 The Agency's strategy is supported by themes, one of which is to strengthen our system regulation and improve the insolvency framework. The Statutory Debt Repayment Plan (SDRP) project is one of the key strategic projects that supports this theme.
- 1.3 The SDRP project will design, build, and deliver a service that enables people in problem debt to agree with creditors a re-profiling of their debt repayments over a more manageable period, ensuring that they make full repayment.
- 1.4 The purpose of this engagement is to secure suitable resources to support the project team from the alpha phase, beta phase and through to delivering this key project over the next 2-3 years.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 The Insolvency Service (INSS) is an Executive Agency of the Department for Business, Energy and Industrial Strategy (BEIS) and supports the delivery of the BEIS vision of strong, sustainable, and balanced growth. It is also the regulator for the insolvency sector in England and Wales.
- 2.2 The INSS is the government agency that provides services to those affected by financial distress or failure. It plays a vital part in promoting long-term economic growth by dealing with financial failure and giving confidence to lend.

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 The SDRP project is delivering a government commitment to introduce a scheme that will enable a person in problem debt to repay their debts to a manageable timetable, with legal protections from creditor action for the duration of their plan. This project has commenced and is currently in the Alpha phase.
- 3.2 The SDRP project commenced in mid-2021 and has completed a successful discovery phase and is currently delivering the alpha phase that commenced in January 2022. The delivery of SDRP will be to a fixed delivery date and a fixed core (legislative) scope.
- 3.3 The Debt Respite Scheme, also known as Breathing Space, was a 2017 Government manifesto commitment to help those in debt. The Breathing Space Scheme (BSS) was launched on 4th May 2021. The next phase is to implement the Statutory Debt Repayment Plan (SDRP) which will enable someone in problem debt to enter a

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statutory agreement to repay their debts to a manageable timetable. Individuals would receive legal protections from creditor action for the duration of their plan.

- 3.4 The Insolvency Service has been tasked with administering the service which involves delivering and running a (Digital First) service for debt advice organisations, debtors and creditors in England and Wales, and carrying out associated administrative tasks within the Insolvency Service. The Insolvency Service will also act as a payment distributor as part of the scheme, taking regular payments from debtors via different payment channels and then distributing the monies to creditors.
- 3.5 The SDRP project will create a new Digital First service for use by debt advice providers, debtors, and creditors to meet the legislative needs of the new SDRP service. This service will comprise of:
- 3.5.1 A Digital Portal – hosted on GOV.UK and aligned to Central Digital and Data Office (CDDO) standards to allows debt advisers and creditors to propose, set up and manage clients in repayment plans.
 - 3.5.2 A case management system for use by staff within the Insolvency Service to manage SDRP cases and administer the scheme.
 - 3.5.3 A payment receipt and distribution solution to receive payment via a variety of channels from debtors and distribute these to creditors.
 - 3.5.4 Integration with the Insolvency Service’s financial ERP system for accounts payable, accounts receivable and wider Chart of Accounts services.
- 3.6 The SDRP project will require further contractor resources as the existing Team, which consists of internal and external capabilities does not have the required capacity to support the project from the Beta stage through to delivery which is due late 2024.

4. DEFINITIONS

Expression or Acronym	Definition
INSS	means The Insolvency Service
BEIS	means the Department for Business, Energy and Industrial Strategy
SDRP	means Statutory Debt Repayment Plan
PMO	means Portfolio Management Office
PIC	means Project Investment Committee
DTS	means Digital Technology Services
CDDO	means the Central Digital and Data Office

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TAG	means Technical Assurance Group
CAB	means Change Advisory Board
UAT	means user acceptance testing

5. SCOPE OF REQUIREMENT

- 5.1 The scope of the SDRP project covers the Alpha phase through to delivery, subject to approvals through the course of the project. The anticipated timeline for requirements is from June 2022 to December 2024.
- 5.2 The following types of resources are required to support the project from the end of the alpha phase through to delivery and will work as part of an Agile team. The Digital, Data and Technology Profession Capability Framework sets out job roles and skills for each role:
- Senior Delivery Manager/Senior Project Manager – Estimated from January 2023
 - Technical Architect – Estimated from January 2023
 - Data Architect – Estimated from January 2023
 - Business Analyst – Estimated from January 2023
 - Test Manager – Estimated from September 2023
 - Tester – Estimated from commencement of contract
 - Service Transition Manager – Estimated from September 2023
 - Training Lead – Estimated from June 2023
- 5.3 The Agency is looking to potentially on-board a Tester at the commencement of this contract and retains the right to bring in additional resources to support the project throughout the duration of the contract.
- 5.4 All resources detailed within this Statement of Requirements and any future roles are likely to fall within scope of IR35. This will be determined through the completion of a Status Determination Statement (SDS).
- 5.5 The Supplier will replace any Contractor who leaves or is given notice prior to the agreed end of their Contract Duration. The SLAs in Section 15 and Process detailed in Section 19 below will be applied.

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6. THE REQUIREMENT

6.1 The project requires the following resources:

Role	High Level Role Description	Responsibilities
Senior Delivery Manager/Senior Project Manager	<ul style="list-style-type: none"> - build and maintain teams, ensuring they are motivated, collaborating and working well - identify obstacles and help the team to overcome them - focus the team on what is most important to the delivery of products and services - encourage and facilitate continuous improvement of the delivery team - coach and mentor both team members and others to apply the most appropriate agile and lean tools and techniques 	<ul style="list-style-type: none"> - Completion of the resource plan - Liaising with project managers/internal resource to identify resource gaps - Project Plan with clearly articulated gateway milestones
Technical Architect	<ul style="list-style-type: none"> - Provide Solution Architecture services on the delivery of the SDRP project, scoped to the required project outcomes - Work with the Enterprise Architect to ensure that enterprise-wide concerns, requirements, patterns, and principles are applied to the supplier's architectural outputs - Work with other technical SMEs to ensure that their concerns are applied to the supplier's architectural outputs 	<ul style="list-style-type: none"> - Architecture agreed with TAG - Solution designs documented in Bizz design approved by TAG - Technical product list documented and agreed. - All SDRP technical artifacts assured prior to finalisation. - Technical advice provided to project

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	<ul style="list-style-type: none"> - Work with project and/or business stakeholders regarding technical requirements and concerns which must be addressed in the payment / financial designs for SDRP - Creation of architectural design artifacts which outline how the SDRP solution should work to deliver the required project outcomes. - Assist and provide technical direction on any required proof-of-concept work required to validate the technical approaches advocated to deliver SDRP - Provide technical services to support the approval via GDS governance processes - Outline pertinent technical risks and dependencies which the SDRP project will need to manage for the delivery of SDRP - Support the SDRP project team in the production and quality assurance on any cost estimates or project plans for technical work on the project, scoped to the alpha/beta phase and to the collection and distribution of finances for SDRP delivery - Define integration patterns and work with EA and DTS to agree dependencies for integrations and patterns for any new integrations. 	<ul style="list-style-type: none"> team members, when needed. - All project design docs agreed by TAG after being developed through discussions within the Architectural Forum and DTS Assurance Updates - Production of relevant TAG and CAB Papers
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	<ul style="list-style-type: none"> - Provide technical input into business analysts' development of user stories/requirements. - Work closely with the agency's security professionals to ensure that their concerns are factored into all outputs created by the supplier 	
Data Architect	<ul style="list-style-type: none"> - Design and build data models to fulfil the strategic data needs of the business - Design, support and provide guidance for the upgrade, management, de-commission, and archive of data in compliance with data policy - provide input into data dictionaries - Extend the data warehouse capability to support the growing reporting and analytics needs of the agency. - Data Modelling - Knowledge Transfer and Advisory to Internal Teams - Support and advise Data Governance and Master Data Management - Work with other architects and security teams to ensure INSS has a practical and safe strategy of using our data 	<ul style="list-style-type: none"> - Data issues addressed and verified - A useable and extensible Data Warehouse which is a reflects our business data and can support our growing report and analysis needs - Data models and documentation which reflect our business and technical needs - Documentation of designs and methods. Communication with agency data teams. - Regular meetings and liaison with stakeholders and supporting documentation - Meetings and liaison with stakeholders around security best practices and concerns
Business Analyst	<ul style="list-style-type: none"> - Validate and refine data model 	<ul style="list-style-type: none"> - Agreed data model

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	<ul style="list-style-type: none"> - Document user stories in Jira to create product backlog - Update user story prioritisation by Product Owners and SMEs to categorise priority of all requirements - Support project team and suppliers in delivery, clarification of user stories - Cross reference user stories to benefits map. Identify any additional benefits from user stories as they are created 	<ul style="list-style-type: none"> - Agreed user stories and product backlog - User stories prioritisation updated - Agreed quantitative and qualitative benefits - Update process maps and documents as required - Completed JIRA backlog - Completed requirements list - Completed user stories
Test Manager	<ul style="list-style-type: none"> - Assure Test Approach for project - Review and assure supplier test plans, including development of automated test suite and approach to testing integrations, use of realistic test data. - Monitor and quality assure supplier testing including - System Testing, Systems Integration Testing, Regression Testing, Performance Testing, Security Testing, Automation testing. - Produce UAT Test Plan - Develop UAT scripts Lead on workshops and play backs on 	<ul style="list-style-type: none"> - Approved test approach document to include clear RACI matrix - Reviewed Supplier test plan and plan for automated testing - Approved UAT Test Plan - Approved UAT scripts - Regular UAT progress reports

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	<p>the development of the payment requirements.</p> <ul style="list-style-type: none"> - Work Manage UAT, Accessibility Testing, Operational Acceptance Testing 	
Testers	<ul style="list-style-type: none"> - Support the Test Manager - Test the SDRP solution in all necessary environments - Work closely with the project team to understand what the solution is meant to do, its key features and who will use it. - Run functional tests, customer scenario testing, stress testing, performance testing, scalability testing and international testing to iron out any bugs and improve the quality of the finished product. 	<ul style="list-style-type: none"> - meet with system users to understand the scope of projects - carry out stress testing, performance testing, functional testing, and scalability testing - run manual and automated tests - test in different environments - review documentation - work towards departmental and project deadlines - provide quality assurance - communicate findings to technical and non-technical colleagues.
Service Transition Manager	<ul style="list-style-type: none"> - Plan and coordinate the resources required to make sure that services are effectively transitioned into service operation - Be responsible for the coordination activities across projects, suppliers, and service 	<ul style="list-style-type: none"> - make recommendations on go-live, early-life support and service acceptance - responsible for ensuring that the acceptance criteria are understood by the wider business

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	<p>teams to deliver the SDRP solution</p> <ul style="list-style-type: none"> - work with the project team and the Service Delivery Lead to implement the programme transition plan to onboard new suppliers and transition this into a live service. 	
<p>Training Lead</p>	<ul style="list-style-type: none"> - Understand, document, and continually review training requirements for all impacted groups - Create a people focused training needs and impact analysis - Develop a training strategy that facilitates defined project outcomes, aligns with the business change and readiness strategy and outcomes by driving competency in the new system build - Manage the supplier input into the training strategy and activities – including knowledge transfer and show and tells - Agree, develop, and execute along with the supplier, a train the trainer approach to equip super users and change advocates to be effective trainers - Manage delivery of training to all impacted users using a blended, multi-mode, multi-channel delivery approach as appropriate to meet training and competency needs of different groups 	<ul style="list-style-type: none"> - Hold regular meetings with impacted groups to review the training requirements - Have direct interactions and discussions with all relevant stakeholder groups - Gain understanding of the business change plan and strategy and key objectives of the project - Provide guidance and support to super users and change advocates on effective training

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7. KEY MILESTONES

7.1 The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe
1	Private Beta Phase begins	August 2022
2	CDDO Beta Service Assessment	February 2024
3	CDDO Public Beta (Service becomes accessible to the public)	June 2024
4	Service transition	June – November 2024
5	Project Closure	December 2024

8. AUTHORITY'S RESPONSIBILITIES

8.1 The Authority shall provide.

- clear role descriptions to aid the identification of suitable contractors.
- a point of contact for on-boarding and off-boarding contractors.
- laptops and any other necessary equipment are available and will be accessible on the stated start date. a Lead Project Manager (or other Nominated Person) will provide overall management of contractor whilst carrying out services.

9. CONTRACT AND SERVICE MANAGEMENT

9.1 Monthly contract management meetings will be required by the authority. Timings and locations of these meetings will be agreed by both parties. Meetings will discuss performance against SLA's, financial performance and explore opportunities for continuous improvement as appropriate.

10. REPORTING

10.1 Reporting will be direct to the Senior Project Manager on the projects, or any other nominated INSS representative. Monthly financial and performance against SLA reports will be submitted to the Senior Project Manager or nominated INSS representative ahead of the scheduled contract management meetings.

11. CONTRACT DURATION AND VALUE

- 11.1 The Total Maximum Value of this Call Off Contract will be £1.65m per annum.
- 11.2 The contract will be for a period of up to 30 months to support the SDRP project through to delivery and subject to funding for all phases of the project being approved.
- 11.3 There will be a further option to extend for 12 months subject to the relevant approvals being obtained.
- 11.4 Individual call off agreements for the provision of services will be required for each required role.
- 11.5 Notice period for all Contractor assignments for both parties will be two weeks.
- 11.6 Not all roles will be required to commence at the same time or for the same duration. The following roles are required at the outset of the contract:
 - 11.6.1 Testers (1 role)

12. CONTINUOUS IMPROVEMENT

- 12.1 The Supplier should present any new ways of working to the Authority during Contract review meetings.
- 12.2 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

13. PRICE

- 13.1 Pricing will be set at Market Value as per the Bandings of the RM6160 Non Clinical Temporary and Fixed Term Staff Framework.
- 13.2 Price will be assessed based on the Supplier's fee, which must not exceed that agreed within the RM6160 Non Clinical Temporary and Fixed Term Staff Framework.
- 13.3 Prices are to be submitted via the InTend e-sourcing Suite (Appendix E) excluding VAT
- 13.4 A RM6160 Non Clinical Temporary and Fixed Term Staff Framework Pay Banding will be agreed for each role. If the Banding changes at any point during the duration of the Contract an exceptional approval will be required from the Authority.

14. STAFF AND CUSTOMER SERVICE

- 14.1 The Authority requires the Potential Provider to provide a sufficient level of resource throughout the duration of the SDRP Contract to consistently deliver a quality service to all Parties.

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- 14.2 Potential Provider’s staff assigned to the SDRP Contract shall have the relevant qualifications and experience to deliver the Contract.
- 14.3 The Potential Provider shall ensure that staff understand the Authority’s vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

15. SERVICE LEVELS AND PERFORMANCE

- 15.1 The following service levels will be required

KPI/SLA	Service Area	KPI/SLA description	Target
1	Time to shortlist	Time from approved requirement to 3 CV sent within 3 business days	90%
2	CV to interview	Number of CV’s submitted for each interview arranged	3:1
3	Interview and formal approval and agreement	No of days between offer and agreement	5 days
4	Onboarding	No of days from formal agreement and onboarded to hiring manager	10 days
5	Hiring Manager satisfaction	% of responses satisfied with process and candidate	90%

16. SECURITY REQUIREMENTS

- 16.1 The Supplier personnel have the appropriate security clearance that is maintained throughout the performance of the contract and comply with any additional security clearance requirements as requested by INSS. This will be BPSS as a minimum and will be confirmed for each individual role, with the exception of the Data Architect role that will require SC clearance.
- 16.2 The Supplier provides details of its personnel security procedures to INSS along with contact details of all personnel involved in the performance of the contract as requested.

17. INTELLECTUAL PROPERTY RIGHTS (IPR)

- 17.1 The agency retains ownership of all IPR associated with the documentation produced in the completion of this work.

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18. PAYMENT

- 18.1 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
- 18.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 18.3 Each invoice must state the Purchase Order number for the Contract

19. ADDITIONAL INFORMATION

- 19.1 This is the process that will be followed to agree requirements and the recruitment of the resources under this contract:
- INSS identify requirement, produce Job Descriptions and complete IR35 determination documentation.
 - INSS confirm relevant approvals including budget holder approval, HR Vacancy Approval and Cabinet Office Controls authorisation are in place.
 - INSS issue requirement details to Supplier
 - Discussion held between INSS and Supplier to clarify need.
 - The Supplier will present 3 CVs of potential personnel for consideration by INSS.
 - INSS conduct internal assessments unless an alternative agreement is made.
 - INSS will interview potentially suitable candidates, where appropriate, following internal assessment.
 - INSS to advise Supplier of selected candidate or request alternative CVs for assessment.
 - INSS confirm that laptops and any other necessary equipment is available and will be accessible on the stated start date.
 - Contingent Labour Services in Place.
 - Contingent Labour Services Reviewed and Monitored.
 - Transfer of knowledge from any key personnel.
 - Contingent Labour Services comes to an End.
 - Lesson Learned exercise takes place as required.

20. LOCATION

- 20.1 INSS will require Contractor attendance at its London office (16th Floor, 1 Westfield Avenue, Stratford, London, E20 1HZ) for a minimum of 40% of contracted hours and occasionally Birmingham office (Cannon House, 18 The Priory Queensway, Birmingham, B4 6FD). Remaining hours may be worked remotely.
- 20.2 Travel to the contracted offices of London and Birmingham will be at the Contractor's own expense. Travel to other offices may be required and INSS T&S policy will apply.